

STATE OF MICHIGAN
IN THE SUPREME COURT

APPEAL FROM THE COURT OF APPEALS

APPEAL FROM THE WAYNE COUNTY CIRCUIT COURT
HONORABLE MICHAEL SAPALA (Ret.)

GEORGE BADEEN, an individual and on behalf of a
proposed class, and **MIDWEST RECOVERY AND
ADJUSTMENT, INC.**, a Michigan for profit corp. and
on behalf of a proposed class,

Plaintiffs/Appellants,

Docket No. 147150

COA: 302878

Wayne CC: 10-004053-CZ

v

PAR, INC., d/b/a **PAR NORTH AMERICA**, an
Indiana
corporation; **REMARKETING SOLUTIONS**, a
Delaware
limited liability company, for itself and as successor in
interest; **CENTERONE FINANCIAL SERVICES
LLC**, a Delaware limited liability company; **FIRST
NATIONAL REPOSSESSORS, INC.**, a Minnesota
corporation; **MILLENNIUM CAPITAL AND
RECOVERY CORPORATION**, an Ohio corporation;
MV CONNECT, LLC d/b/a IIA, LLC, an Illinois
limited liability company; **RENOVO SERVICES, LLC**,
a Delaware limited liability company; **RENAISSANCE
RECOVERY SOLUTIONS, INC.**, a Nevada
corporation; **ASR NATIONWIDE, LLC**, a Florida
limited liability corporation; **THE M. DAVIS
COMPANY, INC. d/b/a USA RECOVERY
SOLUTIONS**, a California corporation;
REPOSSESSORS, INC., a Minnesota corporation;
AMERICAN RECOVERY SERVICE, INC., a
California corporation; **DIVERSIFIED VEHICLE
SERVICES, INC.**, an Indiana corporation; **NATIONAL
ASSET RECOVERY CORP.**, A Florida corporation;
CONSUMER FINANCIAL SERVICES, LLC, a
Connecticut limited liability company; **TD AUTO
FINANCE, LLC**, a Michigan limited liability company;
TOYOTA MOTOR CREDIT CORPORATION, a
California corporation; **NISSAN MOTOR
ACCEPTANCE CORPORATION**, a California
corporation; **SANTANDER CONSUMER USA, INC.**,
an Illinois corporation; **PNC BANK, N.A.**, an Ohio
corporation; **BANK OF AMERICA, N.A.**, a North
Carolina company; **FIFTH THIRD BANK**, an Ohio
company, **GE MONEY BANK**, a foreign corporation,
THE HUNTINGTON NATIONAL BANK, an Ohio
corporation, jointly and severally,

Defendants/Appellees.

FILED

MAR 12 2014

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MICHIGAN SUPREME COURT



Supplemental Brief
ORAL ARGUMENT REQUESTED

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STATEMENT OF APPEAL

The previously submitted statement of appeal, added here for the convenience of the court, is as follows: Plaintiff/Appellant files this appeal from an opinion and order dated February 14, 2011, where trial court granted defendants' motion for summary disposition pursuant to MCR 2.116(C)(8), and the Court of Appeals' Opinion and Order, dated April 10, 2013, affirming that ruling. Exhibit 1, Trial Court Opinion; Exhibit 2, Court of Appeals Opinion.

STATEMENT OF QUESTION INVOLVED

Whether forwarding companies engage in “soliciting claims for collection” such that they meet the definition of collection agencies when they publicly hold themselves out as national scale repossessioners and any other reading of the statute would render language meaningless surplusage?

Plaintiff-Appellants say: “Yes”

Defendant-Appellees say: “No”

Trial Court said: “No”

Court of Appeals said: “No”

This Court should answer “Yes”

STATEMENT OF FACTS

This Statement of Facts is identical to that contained in the application for leave to appeal. It is inserted for the convenience of the reader: George Badeen has been a licensed "Owner Manager" of the automobile repossession agency Midwest Recovery and Adjustment, Inc., for over a decade. He worked his way up from an entry level employee to accounts manager prior to obtaining an ownership interest. All told, he has over 30 years of experience in the collection business. He currently sits on the Collection Practices Board, representing his profession in the administrative board created under the Occupational Practices Code.

Midwest Recovery and Adjustments, Inc., is a licensed collection agency bonded to repossess vehicles. Midwest was one of the very first third party repossession agencies to operate in the state of Michigan, and has been in business for decades.

George noted an alarming trend starting several years back. Large scale clients with whom he had a long standing business relationship with started firing Midwest. He would receive a letter informing him that he would no longer be directly hired by his clients, and would instead have all of the work he had been doing routed through a "forwarding service."

These forwarding services would contract with lending institutions to be the "one stop" shop for collection services. Exhibit 1, Forwarder Websites. A lending institution could turn over delinquent accounts from all over the country to one collection agency, the forwarder, who would then sub out the work. Exhibit 1, Forwarder Websites.

At issue here, many of these forwarding services would solicit work from lending institutions for accounts in the State of Michigan, but would do so without a license. They would then manage all aspects of the repossession, transport, liquidation, servicing, and money transfers of the account. Exhibit 1, Forwarder Websites.

Consequently, George would be contacted by the forwarders, who would inform him if he wanted to keep servicing the accounts that had been his, he would have to accept far less pay from the Forwarder. Exhibit 2, Chrysler Letter. In many instances, this meant taking the exact same accounts at more than off half his regular rates.

The trend continued, until eventually forwarding companies held roughly 70% of the market share of repossession work in Michigan. George managed to survive in the industry by continuing to provide high quality service to local banks and credit unions, but his business clearly suffered.

PROCEDURAL POSTURE

Appellants file an application for leave to appeal. The Appellees filed a response. Appellants filed a reply brief. The court entered an Order dated January 29, 2014, considering the Application, directing the clerk to schedule oral argument on whether to grant the Application or take other action, and directing the parties to file supplemental briefs addressing whether the defendant forwarding companies engage in “soliciting a claim for collection” and therefore are “collection agenc[ies]” as defined by MCL 339.901(b). This is Appellants’ supplemental brief pursuant to the January 29, 2014 Order of the Court.

HOW FORWARDERS ARE ENGAGING IN SOLICITATION FOR COLLECTION

It is unlawful for a person to engage in an occupation regulated under the Occupation Code without first being licensed for the occupation. The Occupational Code states: “A person *shall not engage in or attempt to engage in* the practice of an occupation regulated by this act unless the person possesses a license or registration issued by the Department for the occupation.” (Emphasis added). MCL 339.601(1). A collection agency is an occupation regulated by the Occupational Code requiring them to be licensed. The Occupational Code

defines a collection agency as follows:

“Collection agency” means a person directly or indirectly engaged in soliciting a claim for collection or collecting or attempting to collect a claim owed or due or asserted to be owed or due another persons, or repossessing or attempting to repossess a thing of value owed or due or asserted to be owed or due another person, arising out of an expressed or implied agreement.

(Emphasis added) MCL 339.901(b). The Court is asked to note that this statute specifically defines a collection agency as a person who either is “collecting or attempting to collect a claim” *as well as* a person “soliciting a claim for collection.”

It is plaintiff’s position that the above statute requires anybody even indirectly involved in the collection process to be licensed. This includes the express prohibition against even soliciting collection work unless you are licensed to carry out the collection work. Defendant Forwarding Companies are engaged in precisely the actions the statute is directed at prohibiting.

The defendants referred to as Forwarding Companies in the complaint have not sought and/or maintained a collection agency license in the State of Michigan. All of these companies have solicited collection business from the defendants referred to as Lending Institutions in the complaint in violation of Michigan law.

1. **The rules of statutory interpretation dictate that no matter how the statute is read, Forwarders must be licensed.**

a. **If the statute is unambiguous, Forwarders must be licensed.**

The primary goal of statutory interpretation is to ascertain the legislative intent that may reasonably be inferred from the statutory language. The first step in that determination is to review the language of the statute itself. Unless statutorily defined, every word or phrase of a statute should be accorded its plain and ordinary meaning, taking into account the context in which the words are used. We may consult dictionary definitions to give words their common and ordinary meaning. When given their common and ordinary meaning, “[t]he words of the statute provide ‘the most reliable evidence of its intent’”

Spectrum Health Hospitals v Farm Bureau Mutual Insurance Co of Mich, 492 Mich 503, 515 (2012); citing *Krohn v Home-Owners Ins Co*, 490 Mich 145, 156-57 (2011).

“If the language of the statute is unambiguous, the Legislature must have intended the meaning clearly expressed, and the statute must be enforced as written. No further judicial construction is required or permitted.”

Spectrum Health Hospitals v Farm Bureau Mutual Insurance Co of Mich, 492 Mich 503, 534 (2012); citing *Sun Valley Foods Co v Ward*, 460 Mich 230, 236 (1999).

Here, we look to the plain language of the statute to determine that it unambiguously requires Forwarding companies to be licensed. The word solicit means:

Solicit: *transitive verb*:

1 a: to make petition to: entreat

b: to approach with a request or plea <solicited Congress for funding>”

Merriam- Webster Online, Dictionary (2014) (<http://www.merriam-webster.com/dictionary/soliciting?show=0&t=1394415152>), and solicitation means:

Solicitation, n.

1. The act or an instance of requesting or seeking to obtain something; a request or petition <a solicitation for volunteers to handle at least one pro bono case per year>.”

Black’s Law Dictionary, 1398 (7th Ed 1999).

The Forwarding companies ended up with the collection work in this state because they “petitioned” and “approached” lenders for the “claim for collection”. MCL 339.901(b). It is the solicitation *to the Lender* to collect claims “owed or due another” (owed, in this case, to the Lender) that triggers the licensing requirements of the statute.

Appellee have violated The Occupational Code by engaging in the practice of a collection

agency in Michigan by soliciting collection work from third parties, attempting to collect claims in Michigan, and attempting to repossess vehicles in Michigan within the meaning the of the Act. The fact that they “forward” the work onto licensed collection agencies is irrelevant. Forwarders advertise themselves as repossession and collection agencies. Exhibit 1, Forwarder Websites.

Without discovery, the record is unclear as to just how far this solicitation goes. However, concurrently with this brief, Badeen has filed a motion to expand the record, which attaches information recently obtained through the Michigan Freedom of Information Act. This information further strengthens the argument that Forwarders have solicited the work that that they do.

b. If the statute is ambiguous, Forwarders still must be licensed.

Forwarders still have a duty under the statute to be licensed even if this court finds that the statute is ambiguous. “[W]hen construing a statute, the court should presume that every word has some meaning and should avoid any construction that would render the statute, or any part of it, surplusage or nugatory.” *Helder v North Pointe Ins Co*, 234 Mich App 500, 504 (1999).

The trial court and Court of Appeals interpretations of the statute would render part of the statute nugatory. That statute reads “[d]irectly or indirectly engaged in soliciting a claim for collection or collecting or attempting to collect a claim owed...” (Emphasis added). MCL 339.901(b). The lower courts ruled that “soliciting a claim for collection” means to approach debtors. However, this interpretation renders “[o]r collecting or attempting to collect a claim” meaningless surplusage. If the legislature had meant “soliciting a claim for collection” to mean “collecting on the debt,” why is the second clause there at all? The second clause, referring to collection debts, must have a completely different meaning than the first clause regarding

soliciting a claim. Affording the two clauses the same meaning renders the “solicitation” clause meaningless surplusage.

An interpretation that leaves portions of the statute meaningless cannot be upheld, as it directly violates the rules of statutory construction. The trial court and the Court of Appeals must be reversed.

2. **Ejusdem generis is not an applicable rule of interpretation.**

If this court finds that MCL 339.901 is ambiguous, then the rule of *ejusdem generis* will not resolve the interpretation issue before this court. First, application of the rule would render parts of the statute surplusage, as referenced above. Second, *ejusdem generis* is meant to interpret “catch all” provisions. *Ejusdem generis*

[i]s a rule whereby in a statute in which general words follow a designation of particular subjects, the meaning of the general words will ordinarily be presumed to be and construed as restricted by the particular designation and as including only those things of the same kind, class, character, or nature as those specifically enumerated.

Benedict v Department of Treasury, 236 Mich App 559, 564 (1999). The relevant language in the statute at issue does not involve the interpretation of a “catch all” provision. Again, the statute reads:

“Collection agency” means a person directly or indirectly engaged in soliciting a claim for collection or collecting or attempting to collect a claim owed or due or asserted to be owed or due another persons, or repossessing or attempting to repossess a thing of value owed or due or asserted to be owed or due another person, arising out of an expressed or implied agreement.

(Emphasis added) MCL 339.901(b).

The use of the conjunction “or” gives this portion of the statute two dependant clauses of meaning. The clauses are dependant based upon the lack of comma, and both clauses are

dependant upon the phrase “‘Collection agency’ means a person directly or indirectly engaged in....” Therefore, the statute reads both: “‘Collection agency’ means a person directly or indirectly engage in soliciting a claim for collection,” as well as “‘Collection agency’ means a person directly or indirectly engaged in ... collecting or attempting to collect a claim owed or due or asserted....” MCL 339.901(b).)

The doctrine of *ejusdem generis* is not an applicable rule of interpretation. “Soliciting a claim” is not a catch all provision; it is a separate dependant clause providing one of two completely discrete definitions for the definition of “collection agency.” *Ejusdem generis* does not provide any instruction in interpreting this statute.

3. **Public policy favors the regulation of licensed industries.**

In addition to the statutory construction arguments above, public policy favors the regulation of industries that this state has licensed. “Considerations having to do with public policy exert a significant influence in the process of statutory interpretation since the tendency of the courts has always been to favor interpretations which are consistent with public policy.” *Sam v Balardo*, 411 Mich 405, 435 (1981); citing 2A Sutherland, Statutory Construction (4th ed.) § 56.01, pg 401.

The legislative history of the statute is clear:

Some persons believe bill collecting practices and methods utilized by collection agencies should be regulated much more closely under state law. They content unfair, deceptive, and unethical practices of collection agencies are a major source of consumer complaints.

Some contend too little or no legal protection exists for citizens subjected to these unethical practices. They contend *all businesses which collect debts should be subject to strict regulation* of their methods of collection.

Exhibit 3, Senate Bill 439, Legislative notes (emphasis added).

a. Forwarders control the repossession process.

Repossession has long been a regulated industry. However, the insertion of Forwarders into the repossession process has changed that. Under the statutory scheme that existed for several decades, repossession agencies were licensed and regulated by the state. Further, banks were regulated in who they could deal with for the collection of debts. Therefore, the state was able to exercise regulation for the benefit of consumers on both parties to the collection process: the original creditor and the collector.

Now, banks are still regulated. The collector is still regulated. Forwarders, under the defendants' interpretation of the statute, are not regulated. Any interpretation of the statute that finds that Forwarders are not required to be licensed now places an unlicensed, unregulated, and unaccountable to the state in the chain of collection in violation of the clear regulatory framework of the statute, which requires even those "indirectly" involved in soliciting a claim or in collecting a claim must be licensed. Clearly, such an interpretation would fail to meet the public policy of strict regulation to avoid abuses of the collection process.

In this action, discovery was never able to commence due to the erroneous ruling of the trial court that Forwarders are not required to be licensed. Therefore, it is difficult to brief the true extent of the involvement of Forwarders in the collection process. Concurrently filed with this brief is a motion to expand the record which sheds some light on just how much Forwarders control the operations of actually regulated entities, though discovery clearly is necessary to determine the full extent.

b. Forwarders have significantly raised the costs of “repossessing” that is passed onto consumers.

A secured creditor may pass the costs of seizing and liquidating the collateral onto the debtor. This is done by operation of contract and the Uniform Commercial Code. In the traditional repossession model, the costs of seizing the vehicle was quite reasonable: the several hundred dollars to pay a licensed reposessor. Overhead costs of running a collection department were absorbed by the lending institution.

Under the Forwarder model, there is a hugely increased “repossession” cost. This is the “middleman” cost of the Forwarders involvement in the collection process. This cost arises, and is beneficial to Lender defendants, because Forwarders have absorbed most of the overhead of the Lenders. Most of the work of a collection department has been contracted out to the Forwarders, and is now passed onto the consumer by way of grossly increased deficiencies.

Once again, without discovery, it is difficult to make this point, but the expanded record will reflect the increased consumer costs.

c. Forwarders have been able to fix the prices paid to licensed repossessors.

As large scale corporate “middlemen” that now dominate the repossession market, Forwarders, have been able to set market prices. Rather than a robust market of competitors bidding the economic value of the repossession service, Forwarders now dictate the price. Often times, they dictate the price for the exact same scope of work that was conducting before, at a far lower rate to repossessors, solely to pad their margin.

d. Vast amounts of the personal data of Michigan consumers is being passed onto unregulated entities.

Public policy of Michigan under the Occupational Code clearly promotes the protection of consumers. However, under the Forwarder model and statutory interpretation proposed by the

Forwarders, an entity that holds itself out as free of regulation is now being provided of a consumer's personal identifying information. This information includes everything from credit history, to references, family, social security numbers, and asset information. All of the information that a regulated reposessor requires to perform the skip tracing of debtors is now funneled, on the vast majority of repossessions in Michigan, through an entity that asks this court to find it exempt from state regulation.

4. Forwarders are "directly or indirectly" involved in collections.

What little record has been developed to date demonstrates that Forwarders are involved in the collections process to the extent that they must be licensed.

Forwarders are indirectly involved in collection work due to their soliciting of accounts from Appellee Lenders. Exhibit 4, Millennium Response to Administrative Complaint (admitting they are indirectly involved in the repossession of assets).

After repossession, the forwarder would then arrange to have the vehicle transported to an auction center, liquidated for the benefit of the lender, do the necessary vehicle title work, and then arrange to have the proceeds sent to the lender. Exhibit 1, Forwarder Websites. For example, Par North America's website says that Par is "a nationwide provider of vehicle transition services including repossession, remarketing, titling, skip-tracing, lease end-of-term and collections/loan-servicing." Exhibit 1, Forwarder Websites. Defendant Millennium Capital and Recovery Corporation's website says "[Millennium] provides one-stop, nationwide solutions for financial institutions looking to streamline their collateral recovery and debt resolution processes...we have full-service capabilities from rural America to the nation's largest cities in all 50 states..." Exhibit 1, Forwarder Websites.

Without discovery, the record is unclear as to just how far this involvement gets. However,

concurrently with this brief, Badeen has filed a motion to expand the record, which attaches information recently obtained through the Michigan Freedom of Information Act. This information further strengthens the argument that Forwarders are “directly or indirectly” engaged in collections, such that they are collection agencies.

RELIEF REQUESTED


Therefore, plaintiff/appellants George Badeen and Midwest Recovery and Adjustment’s, Inc., request this court overturn the trial court and Court of Appeals’ rulings, as summary disposition in favor defendant/appellees is inappropriate.

Respectfully Submitted,

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EXHIBIT 1



About PAR

Nationwide Services

- Repossession
- Remarketing
- Title
- Skip-tracing
- Lease end-of-term
- Collections/loan-servicing

Why PAR?

- 24/7/365
- Nationwide
- Web Tools
- Nationwide Coverage

Careers

Contact

Home



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Invest with Confidence.

PAR North America is...

...a nationwide provider of vehicle transition services including repossession, remarketing, titling, skip-tracing, lease end-of-term and collections/loan-servicing. Cutting edge web-based technology connects PAR's clients and vendors with customized, real-time solutions.



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About KAR Holdings, Inc.



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What's New

Introducing PAR's new PAR Platinum Plus Certified Program

Have a question? Fill out this quick form. Our sales representative will contact you or simply use our full CD's 1-2-3-4-5 form.

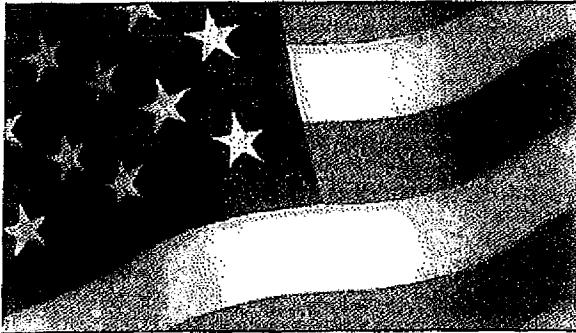
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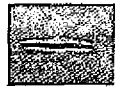
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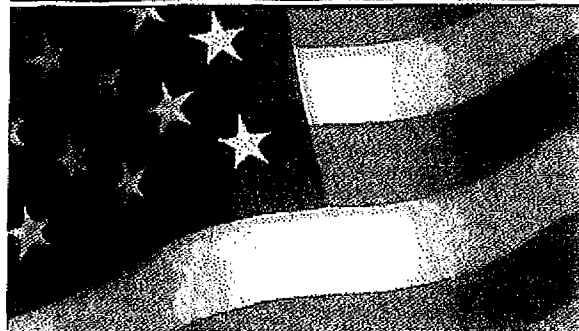
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LAWS GOVERNING REPOSSESSION
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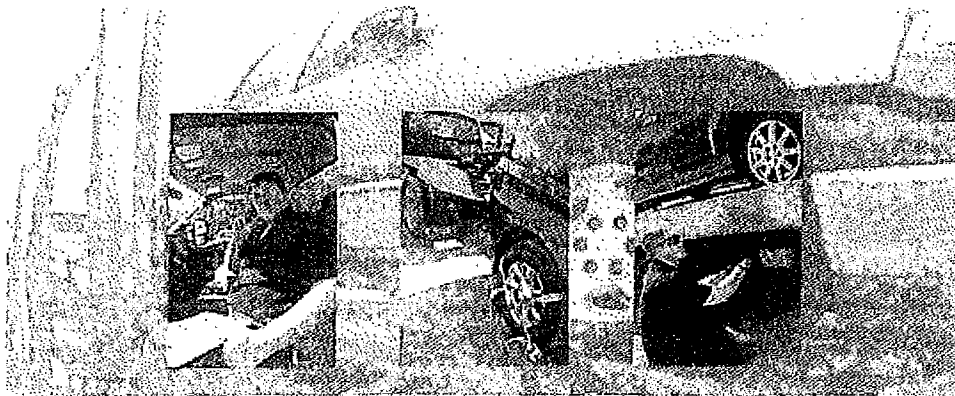


Our ability to recover collateral dramatically reduces your risk and exposure.

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Our Services

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Transportation
Title
Remarketing
Skip Pros

Your partner to refocus your resources toward recapitalizing through professional recovery processes.

Renovo's direct repossession services are offered regionally throughout the United States ensuring that your company receives expansive coverage and guaranteed results.

Renovo utilizes several company-owned assets equipped with state of the art technology. By pairing license plate recognition and our 24/7 dispatch center, we are able to instantly dispatch trucks to license plate locations resulting in real-time repossessions.

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ABOUT RENOVO

Renovo Services, LLC is a direct repossession company with exceptional regional coverage.

Renovo Services, LLC was established in 2005 the founders saw the opportunity to unite and consolidate the disjointed repossession industry. Beginning from the ground up, the company was formed through acquisitions of five repossession companies across the United States. Each company acquired was a front runner in their regional area(s) bringing with them a solid foundation. Our continued acquisition of repossession companies further ensures that Renovo is the industry's national leader.

Our Skip Pros team of over 50 employees are among the elite in the field. By taking advantage of our collections/skip trace experience, vast array of paid skip tools, and deep knowledge of Internet resources, you will receive the absolute highest success rate in the industry.

Our experienced staff along with our preferred nationwide network of auctions provides you with the best market value for your collateral. Your portfolio, large or small, receives first class attention as a part of our combined Renovo Services' inventory.

Our in-house title team has experience in multiple sectors of the automotive finance industry. Our knowledge of filing laws in all 50 states provides you with the fast and accurate turn time that you require and ensures that your company maintains total compliance with the state laws.

You can utilize all of our services or we can provide individual offerings to fit within any budget. We customize our services for you.

Our clients range from large captives to local credit unions and car dealerships. With over 200 employees, we can provide you with one-on-one service in all divisions of our company to provide you with the highest level of customer service and success rates in the industry.

By providing you with experienced staff who deliver world class service, state-of-the-art technology, competitive pricing, an extensive direct network, and a full service title and remarketing department, we are able to provide you with a "one stop shop" to maximize your collections efforts.



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SERVICES

COLLATERAL RECOVERY SERVICES

All of our employees are trained by our corporate trainer on client specifics, industry knowledge, FDCPA awareness, and are Certified Asset Recovery Specialists. Our team-based system ensures that you work exclusively with a group of people who are familiar with your company's specific needs and provide you with individualized service.

Door Knock/Field Call Service

We will assist in locating a current address for your debtor if needed, then our professional agents make up to three contact attempts for 'face to face' contact with your customer.

Impound Service

When units are located at impound lots or held with mechanics liens our in-house impound team can coordinate the entire retrieval of your unit. We coordinate the paperwork and fees owed with repair shops, body shops, tow yards, impound lots (including police impounds) throughout our coverage area. We advance funds, prepare most documents and secure releases quickly. By providing you fast information and timely retrieval we minimize risk and increase your bottom line.



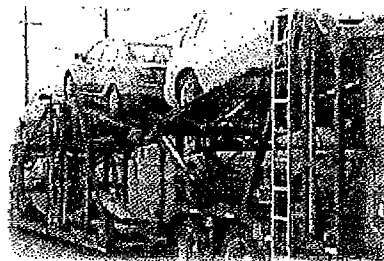
Commercial and Specialty Units

Our agents are experienced in recovering all types of units which include:

- Recreational Units including Boats, ATVs, Motorcycles, Snowmobiles, Jet Skis, etc.
- Heavy duty trucks including units over 1 ton and commercial trucks
- Commercial equipment including construction equipment and forklifts

TRANSPORTATION SERVICES

We offer a transportation network for all asset types. Our transport team will work with you based on your approved auction lists to determine the ideal route to move your assets to auction. Through volume and the cost-effective management of your transport needs, we reduce the average turn time on your units while minimizing depreciation, interest, and administrative costs.



TITLE SERVICES

Our quick internal processing reduces your turn-time on title work. Your title applications are submitted to DMV's within 1-2 days of receipt. We work with DMV's and title agencies in all 50 states and Puerto Rico to ensure total compliance with all titling laws. In addition to providing recovery titles and duplicate titles, we can help you with:

- Auto Check
- Corrections
- Lemon Law Titles
- Redemption Titles
- Registration Renewals
- Recovery Affidavits
- Salvage Titles



Unrecovered Theft Titles
Title and Registration

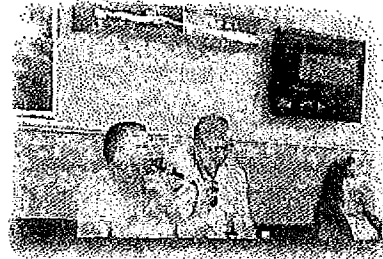
REMARKETING SERVICES

Our remarketing department consists of experienced in house staff as well as field staff to provide you with individual vehicle representation at our preferred nationwide network of auctions.

We offer multi-channel remarketing management via Simulcast, OVE.com and in lane.

Our field staff ensures that your units receive preferred placement and run times. We provide you with reconditioning and floor price recommendations by thoroughly reviewing your accurate, detailed condition reports and by examining the unit in person.

Our nationwide standardized auction fees assist you in preplanning your expenses and our strict management of the transportation of your units will greatly reduce your inventory cycle times.



Pre Sale Inspection Program

Our Pre Sale Inspection program can certify your units to ensure that they are frontline ready and give you the peace of mind that your unit will receive a "green light." This gives the buyer 7 days to check out any defects under the NAAA arbitration policy and return the unit to the auction at the auction's expense. Benefits to this program are that the buyer doesn't have to complete a Post Sale inspection by the auction, the online buyer saves time and money and the seller receives access to additional buyers. This program has provided our clients with an additional 6-8% return.

SKIP PROS' SKIP TRACE SERVICES

Our staff of over 50 professional skip tracers utilize cutting edge technology and vast world wide web databases to ensure that we maintain the highest resolution rates in the industry. Our extensive experience in fraud accounts, straw purchases and sub-lease scams separates us from our competitors. Our ongoing training and timely rotation of accounts ensures maximum results.

We offer full-service skip trace services which culminate in repossessing your unit through our network of agents or we can assist you with locating your customer only. Our investigation services such as PO box breaks, cell phone breaks, POE research, and utility searches will assist you with the additional information you may need to further your collection efforts.

RENOVO | RENAISSANCE RECOVERY SOLUTIONS | REMARKETING SOLUTIONS | SKIP PROS

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TECHNOLOGY

Renovo Services, LLC has set a standard in the recovery industry with our ongoing investment in technology. Our agents utilize trucks equipped with laptops and GPS units constituting an environment that makes real-time communication valid and reliable.

IRIS 2.0 - Launch date is 8/2/2010

Proprietary web-based recovery management system that will help support long term company goals as we expand into new business opportunities

- Offers greater flexibility and customization to meet client needs
- Moves seamlessly between business units
- Flexible reporting through advanced reporting tool functions
- Easy system integration with third party platforms

Website Capabilities

24 / 7 Account Access
Assign Orders
View Updates
Post New Information
Post Closes and Holds
Post New Information
View & Print Completed Condition Reports

We offer onsite training by a qualified trainer in website navigation

LICENSE PLATE RECOGNITION

Renovo Services, LLC has partnered with Digital Recognition Network (DRN) to provide all of our clients the ability to submit their assignments into the network. LPR 2.0 Technology (Locate/Pick-Up/Real Time) alerts DRN camera agents within 3-5 seconds of a hit. Our 24/7 call center validates active assignments and facilitates coordination of pick-ups resulting in real time reposessions.

RENOVO | RENAISSANCE RECOVERY SOLUTIONS | RE-MARKETING SOLUTIONS | SKIP PROGS

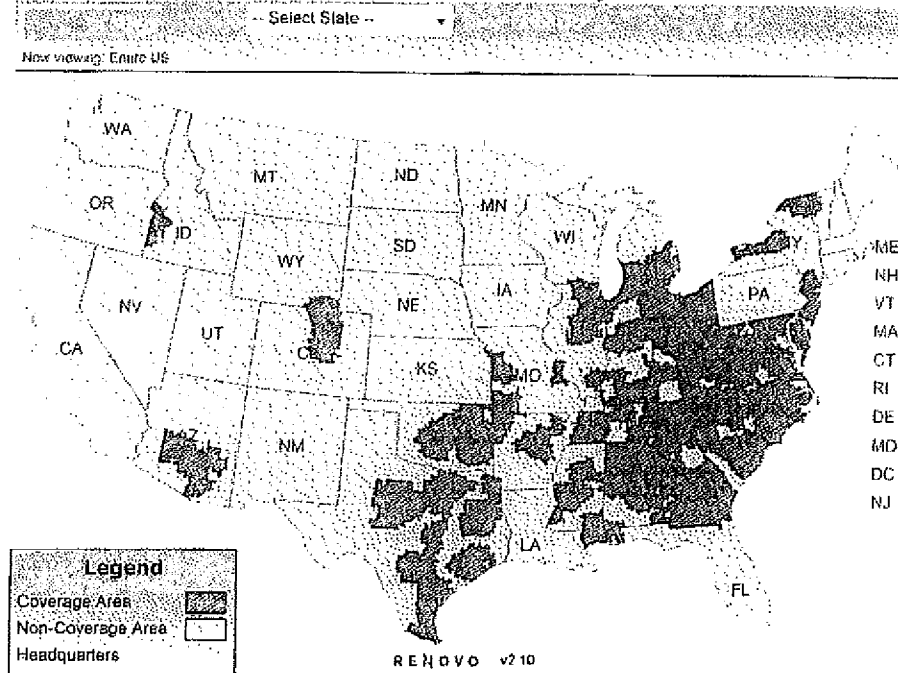
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COVERAGE AREA

RENOVO offers regional coverage across the United States. Click on a location below to begin.



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OUR INSURANCE

- One million in general liability
- One million in auto liability
- One million workers compensation and employers' liability
- \$300,000 garage keeper liability
- Five million in excess/umbrella liability coverage
- Certificate Holder is listed as an Additional Insured with respects to all operations necessary or incidental to a repossession business (including wrongful repossession)

OUR AGENTS

All of our agents are required to participate in the Certified Asset Recovery Specialist® program educating them in established professional guidelines required by the asset recovery industry. This program includes skip tracing, ethics and communication, defensive driving and tow truck operation.

DATA SECURITY

We understand the sensitivity of keeping your customers' personal identification information (PII) confidential. We have multiple layers of security to ensure that this information is not compromised.

Building Access

- Restricted building access
- Secure computer room
- Visitors must be escorted at all times

Web Application

- 128 bit SSL encrypted website
- Encrypted password is updated every 90 days

Data Transfer

- FTPS compliant transfer method used

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IRIS 2.0

We are proud to announce the August 2nd release of our new propriety web-based system, IRIS 2.0, offering greater speed and efficiency than ever before through Remarketing Solutions. It offers additional flexibility that does not exist in today's environment. The intuitive work flow will enable our clients to move seamlessly within all of our business units – recovery, lites, remarketing, transportation, and Skip Pros. The enhanced reporting piece streamlines greater customization to fit your needs.

IRIS 2.0 will allow for easier system integration with our clients and will support platforms of third party vendors. The system will assist us in supporting mutual long-term goals expanding into new business opportunities.

DRN PARTNERSHIP

Renovo has partnered with Digital Recognition Network (DRN) to provide all of our clients the ability to submit their assignments into the network. LPR 2.0 Technology (Locate/Pick-Up/Real Time) alerts DRN camera agents within 3-5 seconds of a hit. Our 24/7 call center validates active assignments and facilitates coordination of pick-ups resulting in real time repossessions. This technology results in a pick up rate higher than 93%.

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CLIENT ACCESS

Leading more than two decades in the automotive industry, CenterOne Financial Services, Inc. leverages its deep knowledge and economies of skill and scale to its clients.

CenterOne servicing solutions include:



ORIGINATION

LOAN & LEASE
SERVICING

COLLECTIONS

PRO-ACTIVE
PRE-TERM
REMARKETINGREPOSSESSION
& REMARKETINGBACK-UP
SERVICING

TRAINING



CLIENT ACCESS

STANDARD AND
POOR'S AWARDCOMPANY
NEWS

CenterOne Financial Services

CenterOne Financial Services (CenterOne) is a part of JM Family Enterprises, Inc., an \$8.4 billion diversified automotive corporation headquartered in Deerfield Beach, Fla. and ranked by *Forbes* as one of the largest privately held companies in the United States.

In July 2004, Standard & Poor's gave the company a **STRONG** rating, the highest possible, as a consumer finance, automobile loan and lease servicer. This is the first time S&P has ever awarded a rating of any kind in the automotive servicing industry.

Its principal businesses focus on vehicle distribution and processing, finance and warranty services, insurance products and services and third-party servicing to its clients. From start to finish, its services are designed to provide value-added solutions.



ORIGINATION



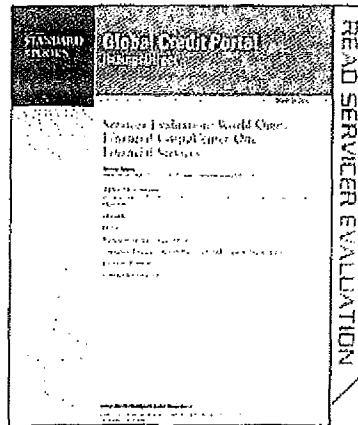
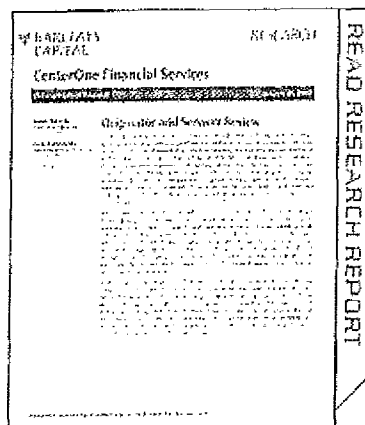
COLLECTIONS

REPOSSESSION
AND REMARKETINGBACK-UP
SERVICING

- **Forbes**
33rd largest private company in the U.S.
- **Fortune**
28th best company to work for in America
- **Computerworld**
3rd best place to work in IT

Honing Loss Mitigation
Amid Deterioration
Performance [» Read Article](#)

CenterOne's
Servicing Strength



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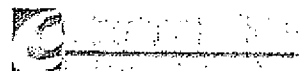
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THE POWER OF

About CenterOne Financial Services

With roots grounded in the automotive industry, CenterOne Financial Services (CenterOne) brings a wealth of knowledge and expertise in third-party servicing to its clients. Its servicing solutions include Originations, Loan and Lease Servicing, Collections, Pro-active Remarketing, Vehicle Remarketing and Back-up Servicing.

CenterOne is a part of JM Family Enterprises, Inc. (JM Family) (www.jmfamily.com), an \$8.4 billion diversified automotive company headquartered in Deerfield Beach, Fla. JM Family is ranked by *Forbes* as the 33rd-largest privately held company in the United States. It is currently ranked No. 28 by FORTUNE® as one of the 100 Best Companies to Work For, its 12th consecutive year on the list. The company is also ranked No. 3 on *Computerworld's* list of "100 Best Places to Work In IT." Its principal businesses focus on vehicle distribution and processing, finance and warranty services, insurance products and services and third-party servicing. In July 2004, Standard & Poor's gave the company a STRONG ranking, the highest possible, as a consumer finance, automobile loan and lease servicer. This is the first time S&P has ever awarded a ranking of any kind in the automotive servicing industry.



- [Learn About JM Family Enterprises, Inc.](#)
- [Careers at CenterOne](#)

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Third-Party Servicing

CenterOne is at the forefront of the third-party servicing business, developing flexible solutions, implementing new technologies and launching new initiatives with one goal in mind: improving your performance by continuously improving our performance.

As your strategic partner, CenterOne's resources and expertise allow you to benefit from the economies of skill and scale while freeing your internal capital and resources.

Our sophisticated infrastructure has strength and stability with the flexibility to quickly maneuver and respond to your changing business needs. With multiple service centers, we have the capacity and agility to meet your needs and those of your customers.

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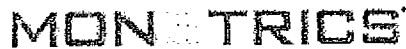
Partners



www.datascantech.com



www.datascanfieldservices.com



www.monetrics.com



www.centurywarranty.com

SERVICES



MONETRICS

"This is an invaluable tool for us. It allows us to predict those accounts where calling and making a contact will make a difference, and use our resources more efficiently."

– Nancy O'Malley,
Security Service FCU

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»Honing Loss Mitigation Amid Deteriorating Performance	6/8/2009
»CenterOne Financial Services Receives Prestigious Auto Finance Excellence Award	11/18/2008
»IBM Software Fuels Improved Customer Experience for World Omni Financial Corp. and CenterOne Financial Services LLC	10/28/2008
»Don Fowler Promoted to Executive Director, Remarketing	6/16/2008
»World Omni Financial STRONG Servicer Ranking Affirmed JMF.XX	6/2/2008
»World Omni Financial Corp. Positioned for Continued Growth	2/6/2007
»World Omni Financial Corp. STRONG Consumer Finance Servicer Ranking Affirmed	12/5/2006
»A Reflection Of CenterOne's Servicing Strength	4/26/2006

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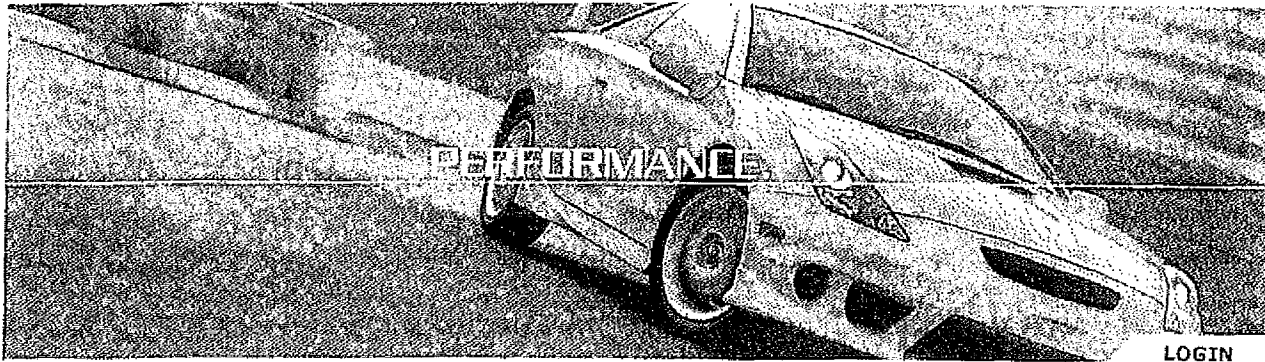
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CenterOne News

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LOGIN

From the Director of Client Relations

Welcome to CenterOne's new and improved website, enhanced specifically for you, our valued client!

On April 19, we launched an upgrade to our online system. The upgrade included many exciting improvements that will provide our clients with added information and flexibility. Enhancements include:


- « Advanced search capabilities, including the ability to perform searches using the customer name or the name of the person who assigned the account to CenterOne
- « Upgraded assignment screen, which includes fields for customer's and co-signor's employer
- « Improved inventory search feature, providing separate tabs for searching auction, logistics, and repossession inventory
- « Augmented vehicle information screen that provides a copy of the Repo Agent Condition Report, as well as the Auction Condition Report, a detailed breakdown of fees, expenses, and criteria used to determine net settlement checks

If you experience difficulty or have any questions regarding our website or enhancements, please contact your Client Relations representative who will gladly assist you. You can also click on the User Manual link, located at the bottom of each page for assistance. For your convenience, the User Manual contains field definitions, detailed descriptions of each function, along with a Frequently Asked Questions section.

As you explore our website and become familiar with its functionality, please provide us with your feedback. At CenterOne, we feel that your input is key to helping us further develop and improve our website, making it the best online communications tool available!

Sincerely,

Sue Da Re

User Login	
User Name	<input type="text"/>
Password	<input type="password"/>
<input type="checkbox"/> I accept the Terms of use	
	
Forgot Password?	



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Nationwide Recovery Services

Millennium Capital and Recovery Corporation (MCRC) provides one-stop, nationwide solutions for financial institutions looking to streamline their collateral recovery process. Offering full-service capabilities, Millennium combines exceptional customer service, professionalism, state-of-the-art technology and process integration to help lenders mitigate loss and improve their bottom lines.

Our service model was founded by business leaders with consumer lending expertise. Based on this knowledge, Millennium operates with a unique understanding of its customers' recovery processes and objectives. Our full menu of results-oriented solutions designed to add value to our clients' processes include:

Recovery

Millennium offers a one-stop solution dedicated to achieving optimal results for customers. With our network of independent recovery professionals, remarketing expertise and auction affiliates across the nation, we have full-service capabilities from rural America to the nation's largest cities in all 50 states with flat-fee pricing.

Reporting and Automated Ordering

We embrace state-of-the-art technology to meet and exceed the expectations of our clients, providing 24/7 secure access to status updates coupled with real-time customized management reporting capabilities through our proprietary Web-based programs.

Skip Tracing

Skip tracing services are routinely provided to efficiently facilitate the collateral recovery process. Deep skip tracing/investigative services are available to secure those rare accounts for which all other efforts have been exhausted.

Other Value-Added Services:

- Timely impound negotiations and collateral bailout
- Auction-house identification through national affiliates
- Customized services to meet the varying needs of our customers

Millennium was founded on a commitment to providing superior customer service. Our core values of integrity, performance and accountability serve to support this commitment.

For more information or to have a program designed to meet your specific needs, contact us toll free at 877.500.6272.



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[Technology](#)

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Millennium Capital and Recovery Corporation celebrates 10-year anniversary

Nationwide recovery management company builds upon tradition of integrity, performance and accountability< Read more...

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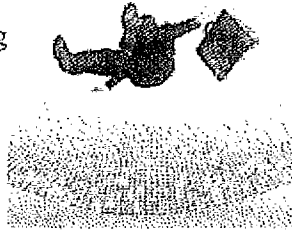


Nationwide Recovery Management Services

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Risk Management: your added layer of protection

The collateral recovery process exposes consumer lenders and recovery agents to a myriad of risk ranging from federal and state consumer protection laws to property damage and theft. In addition to having knowledge and experience in managing the recovery process, Millennium provides an added layer of insurance protection, which mitigates the risk to its clients to the lowest possible level.



Millennium's insurance coverage is specific to the industry and is underwritten through A+ insurance carriers. Our insurance coverage is in addition to the insurance and bonding required of our agents.

To learn more about Millennium's Risk Management and insurance policies, contact us at 877.500.6272.

Millennium's network of independent recovery agents may also take advantage of our value-added resources. For special discounted pricing on criminal background checks, visit the [IntelliCorp Web page](#).

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I just wanted to say thanks again for all of your help. We really appreciate what you do for us. [Read more](#)



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Millennium's State-of-the-Art Technology

Millennium strives to stay on the leading edge of technology and embark on continuous improvement initiatives that protect our client's data, improve dataflow and reduce customer expense in the process.

24/7 Access

Our 24-hour secure Web-access system provides up-to-date online status information to customers, as well as assignment processing and management-reporting capabilities.



Optimal Security

Financial institutions go to great lengths to protect customers from identity theft and other fraudulent activity. Millennium further ensures the data security of its customers by implementing cutting-edge technologies designed to protect sensitive information.

System Integration

Millennium's advanced technology services enable integration into widely used banking information systems, providing customized management reports and automated, real-time status updates to customers – further simplifying order tracking and dataflow for financial institutions.

You can count on Millennium for information when you want it and exactly the way you want it. Learn more about our state-of-the-art technology by calling us toll free at 877.500.6272.

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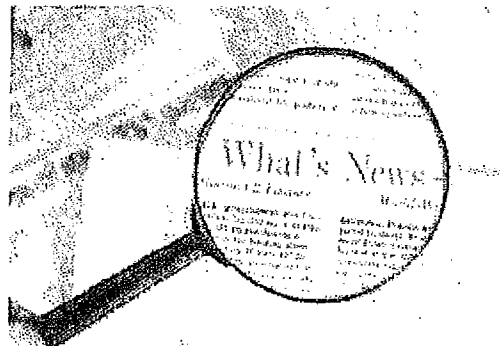
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Press Room

Millennium Capital and Recovery Corporation (MCRC) is dedicated to staying on the leading edge of trends and news that affect our customers. We embark on initiatives to help streamline the recovery management process for financial institutions.

See below for the latest updates from the leader in recovery management.



Media Coverage

Millennium Capital and Recovery Corporation celebrates 10-year anniversary

Nationwide recovery management company builds upon tradition of integrity, performance and accountability

HUDSON, OHIO – October 12, 2009 – [Read More](#)

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Millennium Capital and Recovery Corporation celebrates 10-year anniversary

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Testimonials

We were not looking for a recovery management company, but MCRC proved to us that they weren't just another ordinary vendor.

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About Millennium Capital and Recovery Corporation

Celebrating more than 10 years of service, Millennium Capital and Recovery Corporation (MCRC) is a recognized leader in the recovery management industry with an earned reputation for operating on three core principles: integrity, performance and accountability.

Dedicated to helping financial institutions with timely and efficient collateral recovery, Millennium provides a range of services that include:

- National, regional or local collateral recovery management through a single point of contact
- State-of-the-art technology adaptable to meet specific client needs
 - 24/7 secure online assignment placements, tracking and reporting
 - Risk management and customized programs
 - Flat-fee pricing and no mileage charges
 - Skip tracing, impound negotiation and transportation
- Remarketing coordination through auction affiliates nationwide



Headquartered in Hudson, Ohio, Millennium was founded in 1999 by business leaders with expertise in finance and consumer lending. Based on this advantage, the company operates with a unique understanding of its customers' recovery processes and objectives to help them achieve greater efficiencies and minimize losses.

Millennium continues to be a forward-thinking leader in the recovery management industry by embracing new technologies and seeking new ways to add value to its customer relationships.

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Testimonials

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Millennium Value Promise: Our Commitment to You

At Millennium, our full-system approach to collateral recovery and debt resolution reaches far beyond our services. We are committed to providing world-class customer service delivered with the highest ethical standards and industry-leading performance. Millennium takes ownership and full accountability for every assignment placed in its control.

These principles are paramount in Millennium's operations, both for internal staffing and for our nationwide network of repossession agents. We believe that these values ensure the greatest customer satisfaction, performance and the delivery of a true value-added experience. We encourage existing and prospective customer to visit our facility to see exactly why Millennium stands apart from its competition.



Millennium delivers on this dedication to service and so much more with:

- A single point of contact to reach a nationwide network of reputable recovery agents
 - 24/7 secure and confidential order tracking
 - Industry-leading performance
 - Risk mitigation
- Custom programs capable of integrating with financial institutions' processes

Learn more about our commitment to you. Contact us at 877.500.6272.

Featured Article

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Nationwide recovery management company builds upon tradition of integrity, performance and accountability< Read more...

Testimonials

You have been able to provide us with outstanding service that we have come to expect ... expedient

recovery of collateral, timely updates, concise ... [Read more](#)
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Enter email address

Client Login:

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EXHIBIT 2

Chrysler Financial

December 5, 2008

Midwest Recovery & Adjustment
14666 Telegraph Road
Redford, MI 48240

Re: Chrysler Financial Repossession Assignments - Troy Contact Center

Effective immediately, Chrysler Financial will begin assigning repossession services for our Troy Contact Center to two (2) national service providers - PAR North America and Manheim Recovery. **Again, all NEW repossession assignments will be directed to PAR North America and Manheim Recovery.**

Active repossession assignments that your company is currently working for Chrysler Financial will not be affected by this operational change. We expect that you will continue to pursue these assignments until they are resolved. However, if you would like to have your accounts reassigned to PAR North America or Manheim Recovery, we can help facilitate that by contacting your assigning Agent within our Troy Contact Center. Please understand that Chrysler Financial will not pay a Closed/Cancel Fee for accounts that are reassigned.

If you are not currently working with PAR North America or Manheim Recovery, you may contact the following individuals to get further information on how to join their network of Repossession Agents.

PAR North America
Myra McDougall
Mmcdougall@parnorthamerica.com
1-800-237-2886
13085 Hamilton Crossing Blvd.
Carmel, IN 46032

Manheim Recovery
Vendor Relations
615-781-3260
440 Metroplex Dr
Nashville, TN 37211

If you should have further questions, please feel free to contact your Agent within our Troy Contact Center.

Thank you for your continued support.

Chrysler Financial

EXHIBIT 3

Senate Fiscal Agency
P.O. Box 30036
Lansing, Michigan 48909-7536

SFA

BILL ANALYSIS

RECEIVED

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AUG 04 1994

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House Bill 5022 (Substitute H-2 as reported without amendment)

Sponsor: Representative Kirk A. Profit

House Committee: Business and Finance

Senate Committee: Corporations and Economic Development

Date Completed: 5-3-94

RATIONALE

The Occupational Code currently prohibits someone from operating a collection agency or engaging in collection activities within the State without first obtaining a license from the Department of Commerce. Reportedly, this provision effectively bars collection agencies from other states from pursuing, even by phone or mail, Michigan residents who are their debtors without first paying a license fee and obtaining an appropriate bond. While larger out-of-state collection firms apparently are able to pay the fees and meet basic bond requirements, a number of smaller companies reportedly often cannot afford to do so. Further, debtors today evidently are able to move quickly from a state where they incur a debt to one where a collection agency is not allowed to pursue them without first meeting the licensing and bond requirements. There reportedly are about 25 other states that require collection agencies from other states to meet certain licensing requirements before they may even communicate with debtors residing in these respective states' borders. To address this issue, some people are encouraging all states to eliminate licensing requirements for certain debt collection activities involving "interstate communication" (i.e., by phone or facsimile machine, or via mail).

CONTENT

The bill would amend the Occupational Code to exempt persons whose collection activities in the State were limited to interstate communications from the licensing requirement for collection agencies. Persons exempt from the licensing requirement, however, still would be subject to

other statutory provisions regulating collection practices.

MCL 339.904

ARGUMENTS

(Please note: The arguments contained in this analysis originate from sources outside the Senate Fiscal Agency. The Senate Fiscal Agency neither supports nor opposes legislation.)

Supporting Argument

Michigan currently is one of a number of states that requires out-of-state collection agencies that wish to contact debtors here first to pay a \$250 license fee to the Department of Commerce and obtain a bond of up to \$50,000 before they may even communicate, whether by phone, facsimile, or mail, with a debtor. Larger collection agencies are usually willing and able to meet these licensing requirements, not only to pursue debtor clients here, but also to solicit new business in the State. Small out-of-state collection agencies, however, who want to pursue debtors who move here from other states often must either write these debts off or assume the financial burden of paying the license fee and obtaining the necessary bond simply to contact the debtor residing in Michigan by phone, fax, or mail. The bill would eliminate this problem, and follow the route taken by at least seven other states thus far, by exempting collection agencies based in other states from Michigan's licensing requirements if their activities here were limited strictly to interstate communications. Thus, smaller collection firms from other states could pursue their debtor clients here without

incurring the costs that they do now under current Michigan law. If additional collection practices were planned by them in Michigan, though, current licensing requirements still would have to be met.

Opposing Argument

The bill could put Michigan collection agencies at a disadvantage compared with agencies in states that now require licensing before out-of-state collectors may contact debtors in their borders. In the states with licensing requirements for out-of-state collectors, collection agencies domiciled there could pursue clients in Michigan even though Michigan-based collection agencies could not do the same there.

Response: Adopting the exemption in Michigan should help to encourage its adoption in other states that currently require out-of-state collectors to be licensed just to communicate with debtor clients residing in their respective borders.

Legislative Analyst: L. Burghardt

FISCAL IMPACT

This bill would not significantly affect the regulatory workload or the fiscal requirements of the Department of Commerce. Since it is difficult to estimate the number of collection agencies located outside of Michigan that engage only in communication, the level of lost revenue cannot be determined. The Department of Commerce expects, however, that this revenue loss would likely be minimal. There would be no impact on local governmental units.

Fiscal Analyst: K. Lindquist

H3334/S5022A

This analysis was prepared by nonpartisan Senate staff for use by the Senate in its deliberations and does not constitute an official statement of legislative intent.

EXHIBIT 4



DANIEL CLEVINGER, ESQ.
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Direct Dial: 330-458-2040

April 30, 2010

Thea S. Ethington, Regulation Agent
State of Michigan
Dept. of Energy, Labor & Economic Growth
Bureau of Commercial Services,
Enforcement Division
P.O. Box 02980
Detroit, MI 48202-6026

RE:	Licensee:	Millennium Capital and Recovery Corporation
	Complaint No:	314273
	Complainant:	Midwest Recovery & Adjustments

Dear Ms. Ethington:

This correspondence will serve as Millennium Capital and Recovery Corporation's ("MCRC") written response to Complaint No. 314273 filed by Midwest Recovery & Adjustments. The Complaint alleges that MCRC is a collection agency which is required to be licensed pursuant to Section 339.901, et. seq. of the Michigan Occupational Code. MCRC is not a collection agency as that term is defined by the Occupational Code.

By way of background, MCRC operates as a broker on behalf of its banking and financial clients in which it pairs its clients with independent contractors to secure the client's assets. MCRC is not involved in the direct repossession of assets on behalf of its banking and/or financial clients, and acts only indirectly through interstate communications to licensed independent contractors in various states including Michigan. MCRC coordinates recovery services with companies such as Professional Towing & Recovery LLC, Michigan Recovery Services LLC, and Best Recovery Services dba Universal Agency. Copies of these Michigan Companies Department of Energy, Labor and Economic Growth Collection Licenses are attached for your review.

In reviewing Section 339.904 of the Michigan Occupational Code, it states in pertinent part:

- (1) Except as otherwise provided in this article, a person shall not operate a collection agency or commence in the business of a collection agency without first applying for and obtaining a license under this article from the department for each place of business.
- (2) A person is not subject to the licensing requirement of subsection (1) if the person's collection activities in this state are limited to interstate communications. This subsection does not exempt a person from other requirements of law that regulate collection practices.

As stated above, MCRC is not involved in the actual repossession of assets, and its activities are limited to interstate communications with licensed independent contactors which operate on behalf of MCRC's banking and financial clients.

Section 339.901 of the Michigan Occupational Code defines a collection agency as any "person directly or indirectly engaged in soliciting a claim for collection or collecting or attempting to collect a claim . . . , or repossessing or attempting to repossess a thing of value" MCRC does not engage in solicitation relating to the collection or attempt to collect a claim, nor does it engage itself in the repossession of a thing of value except to engage in activities limited to interstate communications relating to same.

Thank you for your attention to this response. If you require any additional information or wish to discuss this matter further, please contact the undersigned who is counsel for MCRC, and I can coordinate the securing of any additional information you may need to assist in your investigation.

Very truly yours,



Daniel E. Clevenger, Esq.

DEC:jma
enclosures

cc: Jayne Bronchetti

AC877058

JENNIFER M. GRANFOLIA
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

COLLECTION PRACTICES BOARD
COLLECTION AGENCY
LICENSE

OWNER/MANAGER: JENNIFER FREEMAN

PROFESSIONAL TOWLING & RECOVERY, LLC
9244 MEMORIAL HWY
OTTAWA LAKE, MI 49757



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OF MICHIGAN

JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

A0875613

COLLECTION PRACTICES BOARD
COLLECTION AGENCY
LICENSE

OWNER/MANAGER: KENNETH EDWARD BARTERRE

MICHIGAN RECOVERY SERVICES LLC
2555 TOWERLINE RD
PO BOX 6927
SAGINAW MI 48608

RENEWAL NO. 2400000128 EXPIRATION DATE 06/30/2010 AUDIT NO. 2571053

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MICHIGAN DEPARTMENT OF STATE

VEHICLE DEALER LICENSE

Class D

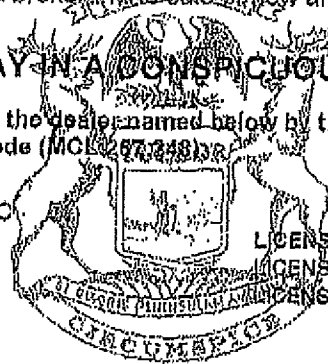
To deal as a broker in the sale of new and used vehicles

DISPLAY IN A CONSPICUOUS PLACE

This vehicle dealer license is issued to the dealer named below by the Secretary of State under the authority in
Section 248 of the Michigan Vehicle Code (MCL 257.248).

MICHIGAN RECOVERY SERVICES LLC

2555 N TOWERLINE RD PO BOX 6927
SAGINAW MI 48608



LICENSE NUMBER:

D001108

LICENSE ISSUED:

01/09/2009

LICENSE EXPIRES:

12/31/2010

A0869876

JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

COLLECTION PRACTICES BOARD
COLLECTION AGENCY
LICENSE

OWNER/MANAGER: RUSSELL ARTHUR EGGERS III

BEST RECOVERY SERVICES
DBA/ UNIVERSAL AGENCY
3689 FASHION SQUARE BLVD.
SAGINAW MI 48603

PERMIT NO. 2101001592

EXPIRATION DATE 06/30/2010

AUTH NO. 2116221

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